



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending December 31, 2007

Out of Service More Than 24 Hours	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$109.24	\$32.59	\$177.77	\$319.60
B. Number of credits issued for repairs - 24 - 48 hours	20	12	20	52
C. Number of credits issued for repairs - 48 - 72 hours	4	1	8	13
D. Number of credits issued for repairs - 72 - 96 hours	1	0	0	1
E. Number of credits issued for repairs - 96 - 120 hours	0	0	2	2
F. Number of credits issued for repairs > 120 hours	1	0	0	1
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$1,200.00	\$2,110.00	\$3,203.00	\$6,513.00
B. Number of installations after 5 business days	17	44	82	143
C. Number of installations after 10 business days	0	1	2	3
D. Number of installations after 11 business days	4	4	5	13
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$2,860.01	\$2,220.00	\$6,100.00	\$11,180.01
B. Number of customers receiving credits	60	43	125	228
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments